



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support
Bureau of Work Support Programs

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

FROM: Stephen M. Dow
Policy Analysis & Program Implementation Unit
Work Programs Section

BWSP OPERATIONS MEMO

No.: 01-29

File: 1260

Date: 05/31/2001

Non W-2 ☒ W-2 ☐ CC ☐

PRIORITY: URGENT

SUBJECT: FOOD STAMP "POP OPEN" CASES

CROSS REFERENCE: BWSP Operations Memos 00-44, 00-75 & 01-12

EFFECTIVE DATE: Immediately

PURPOSE

To explain measures taken in CARES to prevent Food Stamp (FS) assistance groups (AG) from "popping open" when an application has not been completed.

BACKGROUND

Operations Memo (OM) 00-44 explained a problem in CARES where closed FS AGs in an open case can pop open later because the "Y" request for FS still exists on the ACPA screen for FS. One example of this can happen when FS closes for excess income, but the case remains open for MA. If the "Y" request for FS is left on ACPA, the FS AG can pop open without an application in the future if the income later decreases enough to pass the FS AG. An application and a face-to-face interview are required to open an FS AG that has been closed for a day or more.

CARES PROCESSING CHANGES

In order to prevent an FS AG from "popping open" when a new application is required, the following CARES changes have been implemented.

Workers are allowed 41 days to process a new application for Food Stamps. The break-down of the 41 days is:

- 30 days to process the application
- 10 days for clients to provide verification
- 1 day for the worker to take final action

After 41 days have passed since the application date (i.e., Override Filing Date) for FS on ACPA, CARES will build an FS X AG and deny it with AG level reason code 142, "Your most recent application for this type of assistance has been denied. You must reapply to have your eligibility for this program reconsidered". A special override sequence on SFCC will be required if FS X with AG level reason code 142 is not appropriate.

There are generally 3 scenarios when CARES will build the FS X AG and deny it with AG level reason code 142.

1. WHEN THE FS AG HAS NEVER BEEN OPEN

CARES will compare today's date (system date) with the Override Filing Date on ACPA. If the difference is greater than 41 days, then all of the months for which the system is running will fail with FS X and 142. If the difference is less than 41 days, then CARES will build an FS AG and perform the remaining non-financial and financial tests. If two consecutive months are denied, AG level reason code 142 will be set for the remaining months for which eligibility is being determined.

Example 1: An application for FS is taken on May 3. The ESS has 30 days to process the application, 10 days for the customer to provide verification, and 1 day to take final action. FS eligibility will be built when the system date (i.e. current date) is up to and including June 11. If FS eligibility has not been determined in CARES prior to June 12, FS X with reason code 142 will be built for May, June, and July.

2. WHEN THE FS AG HAS BEEN CLOSED FOR AT LEAST 1 DAY

A new application for FS is required. The Override Filing Date on ACPA must be updated in order for CARES to build an FS AG.

Example 2: An application for FS is taken on May 1. The Override Filing Date on ACPA is 05/01/01. The income and assets are within eligibility limits so the FS AG opens for May and June. On June 1, the customer reports that he has assets of \$3000. FS will close effective July 1 with reason code 024 (excess assets). If the customer verifies a decrease in assets before June 30, the FS AG will re-open for July because the FS AG has not yet closed. However, if the customer verifies a decrease in assets on or after July 11, a new application is required. CARES will build an FS X AG with reason code 142 for July and August if the Override Filing Date is not updated on ACPA.

3. *WHEN THE FS AG HAS CLOSED FOR AT LEAST 1 DAY AND 1 OF THE CLOSURE REASONS IS 077 (OVERDUE REVIEW):*

- If a review is processed during the first month of closure, FS X will be built and fail with AG level reason code 142 if the Override Filing Date on ACPA is not within 41 days of the current date. During the first month of closure, the ESS must process a review **and** update the Override Filing Date on ACPA.
- If the Override Filing Date on ACPA is updated without a review processed during the first month of closure, the FS AG will remain closed for the first month of closure with reason code 077 however, subsequent months may be able to open. To prevent this from occurring, treat these cases as new applications, process the FS AG eligibility using the CARES ASII or ASER driver flows and update ACPA with the new filing date.

Example 3: A review for FS is due by May 31. The review is not processed in May, so the FS AG closes effective June 1 with reason code 077. The customer comes in for review (application) on June 4. In order for the FS AG to re-open, the ESS needs to process ASER **and** update the Override Filing Date on ACPA to 06/04/01.

NOTE: FS X will not be built if the review is processed after adverse action but before the effective date of closure and should not fail for 077.

Example 4: A review for FS is due in May. If the review is processed after May 18 (adverse action for May) but before May 31, FS should be built instead of FS X. FS should not fail with reason code 077, although there may be some other reason for FS to fail eligibility.

CONTACT

DES CARES Information & Problem Resolution Center

Email: carpolcc@dwd.state.wi.us
Telephone: 608-261-6317 (Option #1)
Fax: 608-266-8358

NOTE: Email contacts are preferred. Thank you.